IMPACT OF MAHA E-SEVA IN MAHARASHTRA

A STUDY WITH REFERENCE TO NANDED DISTRICT

RESUME OF THESIS SUBMITTED TO SRTM UNIVERSITY NANDED

FOR THE AWARD OF THE DEGREE OF

Doctor of Philosophy

IN

Management Science under the Faculty of Management Studies

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2016

INTRODUCTION:

E- Governance is vital tool for public service delivery, as it provides e-platform to enable the public to have easy and quick access to information and services. This vital tool must be deployed as an administrative medium for offering effective service from government to the citizens. The online services facilitated by the e-Governance should be used by the people with the hope of getting things done with utmost satisfaction in consumer-friendly environment. e- Government will be effective when it will be able to eliminate undue bureaucratic procedures and enhance due process in governance.

According to Carter and Belanger (2005) the relationship of government with recipients of its electronic services is characterized as; government to citizen (G2C), government to business (G2B); government to employees (G2E); government to government (G2G). In G2C interface, it becomes important to evolve all e-Governance initiatives around the citizen‘s needs by developing information resources closer to the citizen. Government of Maharashtra, in its endeavor to use ICT to provide citizen services and to enhance speed, convenience and accountability in providing such services, has set up Maha E-Seva Kendra in District level. The Maha E-Seva Kendra is a one stop shop for all G2C services.

CFC‘s in Maharashtra

SETU- (Society promotion of Excellence and Transparency in public Administration for better Understanding (Maharashtra)

Application- In local language Setu means a bridge which connects citizens with government. Setu or Citizen Facilitation Centre (CFC) is a one stop service centre where citizens can claim certificates, applications, affidavits, permits and other services. Citizens need not visit different government offices to get service. These centers were set up by Government of Maharashtra.

At present, citizens spend lot of time to visit different offices to get details, to know the progress and proper information. They may have to move from one table to another in the same office or in another office. Citizens were finding it

difficult to complete the application, to collect the correct enclosures, and other formalities. At times, to avoid all these hassles, they had taken help of agents. These agents are working without any legal authority and charging exorbitantly.

The state government opened Setu centers to help citizens by applying ICTs to provide greater transparency, accessibility and increasing efficiency in the system. The Setu centre makes use of web to provide information available easily to users. The Setu centers are managed by Setu society. The society is formed to infuse the principles of excellence and transparency in public administration for better understanding of the requirements of the citizens and creating interface with government. The society works at two levels. An apex body is registered organization guides and monitors district centers. The district body manages the day today working of the centers.

Maha E-Seva Kendra-

The Maharashtra Government launched the CSC scheme named Maha E-Seva Kendra. The government has signed service agreements with four companies to set up CSC's in four revenue divisions of the state through PPP model. Chief Minister was very optimistic of the scheme, said this development will not only empower rural youth, but also change the landscape of Maharashtra. Our ultimate aim is to establish a digital Maharashtra.

Maharashtra has become the eighth state with SWAN connectivity with the state government departments and improving the delivery of services to citizens. The vertical connectivity would facilitate seamless integration of all government machinery in the state from the top to taluka level. The state has planned to start total 11,000 IT kiosks across the state, out of that 10,483 in rural and 1,336 in urban area Maha E-Seva Kendras will serve citizens. These Kendras will provide 43 type of services such as project affected person's certificate, solvency certificate, land acquisition certificate, NA permission, Video or Cinema exhibition license, renewal of arms etc. Record of Rights (RoR) i.e.-7/12 will be available through Maha E-Seva Kendra. RoR is supposed to be as most important & high in demand G2C services in the state. GOM has issued GR on 27/04/2010 towards acceptance of RoR as original

document. The onus of checking authenticity of the RoR will lie on the authority requesting the document to verify through website. It is expected that mechanism of service delivery through Maha E-Seva Kendra will make system more transparent and easy for the citizens. It will be responsibility of district officials to ensure that website is updated regularly.

Vision-Objectives-goals:

The main objective is the availability of all necessary certificates and services under a common platform in efficient way in a non-hostile environment so that citizens number of visits can be reduced. Another objective is to bring greater transparency; efficiency in decision making process all these achievement can increase the productivity of public offices. Indirectly Setu is generating employment. Prompt settlement of all routine matters. By reducing citizens frequent visits to the government offices valuable human resources can be saved. The centre accomplishes all the requirements of citizens through the interface with government. Confidence of citizens in administrative process increased.

The Setu centre at Nanded was acclaimed by international agency with ISO9001 certification which brought confidence in employees and citizens. Nanded has 16 Talukas which have more than 250 Maha E-Seva .The centre is empowering citizens through easy dissimilation of information. In case of Setu centre at Nanded funds were raised by local NGO for the furniture. Computers and peripherals were made available from the local area development fund. The software and technical support was received by NIC. Setu handles 3 million transactions within a year and generates 15 lac man days. Setu received Best Citizen Service Award for 2002 from Computer Society of India. Setu scheme is already become a very successful and popular facility among the citizen of Maharashtra.

STATEMENT OF THE PROBLEM:

Every state in India is introducing citizen centric e-governance projects for the benefit of its citizens. An important e-governance initiative, Maha E-Seva that spans the entire state of Maharashtra, with more than forty services to offer is being implemented. Ever since its inception of fourteen years, no analytical study has been carried out to find out how Maha E-Seva is performing, whether the citizens are satisfied, government's aim of providing corruption free and transparent services are fulfilled. The main aim of this research to study citizens e-services using e-Governance initiative Maha E-Seva for various quality parameters.

The present study will try to evaluate citizen's e-services management using Maha E-Seva centre a scheme of Government of Maharashtra for public, implemented with technical support from Maharashtra Knowledge Corporation Limited. The use of ICT is which is now common in business disciplines; Government of Maharashtra initiated it for public service sector and Maha E-Seva Kendra implemented for citizens. Maha E-Seva scheme is already become a very successful and popular facility among the citizen of Maharashtra. But it does not mean that, all perceived benefits of Maha E-Seva are reached to citizens and they are very satisfied with the e-services offered to them. The Human Computer Interaction experience of the user is also one of the important aspects. Hence, the main aim of the present study is the Maha E-Seva system as it is today and to find out how it has performed in terms of service quality.

SIGNIFICANCE OF THE STUDY:

This study will significantly contribute in analyzing the growth in Maha E-Seva citizens (users) beneficiaries at state and national level. This study would review important literature on e-services, e-Governance, and management of e-services and use of ICT in public service sector. It will be study the utility of Maha E-Seva in public services and improving efficiency of Maha E-Seva village level entrepreneur. This study would result of assessment of results for cost efficiency, transference in process, time efficiency; reducing efforts of village level entrepreneur are present. This study would evaluate the Human Computer Interaction experience of users of Maha E-Seva and results are present and recommendations are made to make existing Maha E-Seva portal more users friendly. The research study could provide information on the current issues of e-governance schemes.

Further, this study would also be a review on performance on the services provided to citizens by government of Maharashtra and service providers based in particular region. The research study could provide the extent of user's satisfaction on the e-services offered by government of Maharashtra using Maha E-Seva. The Maha E-Seva would evaluate for important e-governance objectives of making e-services simple, transparent, speedy and accountable. The important findings and conclusions will present which can help Maharashtra state and MKCL. This study would suggest many measures for improving existing users' e-services management system based on Maha E-Seva like improving Maha E-Seva portal for mobile based access, extending existing e-services and facilitating users or village level entrepreneur with regional language interface.

The main objective is the provision of important public services to citizens under a common platform with more efficiency in 'a non-hostile environment felt necessary to reduce the number of visits'. Another objective is greater transparency in office procedures. Faster decision making and disposal of files relating to the general

public is necessary to increase the productivity of public offices. Indirect employment generation has been cited as another goal. Since whatever goal decided by the service provider (government of Maharashtra) so, this study would help to analyse the services in both users as well as village level entrepreneur point of view and reveal the actual situation related e-services. This study would be beneficial to the district Collector Nanded city or deputy collector for knowing the actual users expectation and hindrance in services.

Furthermore, this study would be beneficial to the service providers (Village level entrepreneur) and the users as this study would provide the necessary information on the different threats and attacks in this e-services. The findings of this research will open the doors for future research which shall be of great help to the nation. This would expectedly heighten the awareness of the providers and the users to equip a counterattack to possible threats. To the future researchers, this study can provide baseline information on the recent status of e-services.

OBJECTIVE OF THE STUDY:

The following are the objectives of the present study:

1. To study and analyze satisfaction of citizens towards e-governance initiative Maha E-Seva in selected district of Maharashtra.
2. To examine the impact of e-governance services availed by citizens in selected district of Maharashtra.
3. To study the accomplishment of the aim and objectives of Maha E-Seva set by the GoM.
4. To understand and explore the relationship between service quality and citizens satisfaction towards e-governance initiative Maha E-Seva in selected district of Maharashtra.
5. To perform SWOT analysis and determine the major factors of success of Maha E-Seva.
6. To suggest the measures for improving existing citizen's e-services management system based on Maha E-Seva.
7. To study related important issues, if any, arising during the course of study.

NULL HYPOTHESIS:

The following are the null hypothesis (Ho) Based on the proposed objectives of the present study:

1. There is no satisfaction of citizens towards e-governance initiative Maha E-Seva in selected district of Maharashtra.
2. There is no impact of e-governance services availed by citizens in selected district of Maharashtra.
3. There is no relationship between service quality and citizens satisfaction towards e-governance initiative Maha E-Seva in selected district of Maharashtra.
4. There is no accomplishment of the aim and objectives of Maha E-Seva set by the GoM.
5. There is no measure for improving existing citizen's e-services management system based on Maha E-Seva.

RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve the research problem. It can be understood as a science of studying how research is done scientifically. It takes many dimension and research methods to constitute a part of the research-methodology. Thus when we talk of research methodology ,we not only talk of the research methods but also consider the logic behind the method used in context of the research study in such a way that result are capable of being evaluated either by the researcher himself or by others.

RESEARCH DESIGN: Descriptive research is most suitable method for such type of research project.

Descriptive research is a fact finding investigation which is aimed at describing the characteristics of individual, situation or group (or) describing the state of affairs as it exit at present. In this research researcher will try to describe the impact of e-services especially Maha E-Seva on Citizens of Nanded district while using that services. As researcher will collect data only once it comes under cross sectional study and in order to go more in depth of the research problem researcher will try to study Users of that e-services & village level entrepreneur of Maha E-Seva.

SAMPLING TECHNIQUE: According to the sample that which the researcher will collect in Nanded district For the Users of e-services as well as village level entrepreneur of Maha E-Seva simple Random sampling technique will be applied.

SAMPLE AREA: The area of research restricted to Nanded District in Maharashtra.

SAMPLE SIZE: 10% of Total Maha E-Seva Kendra in respective district and 10 users of each taluka Kendra.

Nanded District Taluka list with No. of Maha E-Seva Kendra in Each taluka:

Sr. no.	Name of Taluka	No. of Maha E-Seva Kendra
1	Ardhapur	11
2	Umri	12
3	Kandhar	24
4	Kinwat	17
5	Deglur	20
6	Dharmabad	09
7	Nanded	56
8	Naigaon	17
9	Biloli	15
10	Bhokar	12
11	Mukhed	18
12	Mudkhed	12
13	Mahoor	08
14	Loha	16
15	Hadgaon	24
16	Himayatnagar	10
Total no of Maha E-Seva Kendra		**281**

DATA SOURCE: The present study both Descriptive and Analytical. The data for this study based on primary & secondary sources.

Primary: - the primary data will collected by using exhaustive structured questionnaire, personal interview & observation. Data will be collected from Users of e-services & village level entrepreneur of Maha E-Seva.

Secondary: the secondary data will be collected from various references which already exist in published from as articles, books, newspaper, national/

international journal, magazine, government publication and non government publication etc.

DATA ANALYSIS & INTERPRETATION: The reliability & validity of data will be established. Further data will be edited, classified and tabulated. The data will be further represented with graph, charts, and diagrams wherever necessary. A suitable statistical technique shall be used for analyzing data.

RELIABILITY AND VALIDITY:

Cohen, Manion and Morrison (2007) described validity as the term that refers to accuracy of primary data, relevance and accuracy of the questions included in the questionnaire and accuracy of the conclusion. In other words, it expresses whether the variables are measured as accurately as claimed by the researcher or not. Byrman and bell (2007) also suggested two other criteria for assessing the validity and reliability of the quantitative research. These include authencity of the data. The second method is to check the trustworthiness of the data by examining the research strategy and approach followed during the research.

Bryman and Bell (2007) explained that stability of the measurement of variable is established if the measure gives, the same values or the values with little variation are computed again and again. So redoing the same calculation and getting similar values with less variation proves that the method being used for data collection is reliable. Different methods are available to measure the reliability such as Cronbachs' alpha coefficient, reset method, split half method, parallel method and Richardson method.

Reliability Test Reliability is defined as a variable or set of variables is consistency in what it is intended to measure. Validity Test Validity is referred as "the ability on a scale or measuring instrument to measure what it is intended to measure" (Zikmund, 2003).

LIMITATION OF THE STDUY:

- The study only deals with citizens e-services with Maha E-Seva to the citizens offered by Maharashtra Knowledge Corporation Limited (MKCL) for offering public services e-Governance as per direction of Government of Maharashtra.
- The study does not include any government offices and departments for the study as they have different scenario than affiliated Kendra and the study is limited to affiliate Kendra.
- As the study requires data from all the talukas under Nanded district the cost and time constraints have put certain limitations including sample size. But every attempt is made to keep spirit of the objectives and research methodology.
- The study deals with only appointed Maha E-Seva Kendra by Nanded district collector enabled with Maha E-Seva facility by the Government of Maharashtra.
- The reliability of the study may depend on authenticity of the data supplied by the respondents.

CHAPTER SCHEME:

Chapters	Particulars of the proposed research work
I	List of tables
II	List of figures
III	List of abbreviation
IV	Abstract
Chapter-1	Introduction
Chapter-2	Profile of Nanded region (with reference to e-services)
Chapter-3	Literature Review
Chapter-4	Research Methodology
Chapter-5	Data collection, analysis and Interpretation of Data
Chapter-6	Testing of Hypothesis
Chapter-7	Findings, Conclusions and Recommendations, Bibliography
Appendix -1	Questionnaire for Maha E- Seva Users
Appendix -2	Questionnaire for Maha E- Seva Village level entrepreneur
	Publications in journals